



IBM ECM SOFTWARE SUPPORT

ENABLING SEAMLESS EFFICIENCY

Neocol is one of the most reputable companies in the IBM ECM arena. Our passion for the technology and status as a Premier Level IBM Business Partner means we provide the most effective support you can imagine and an excellent return on investment.

With a Service Support Plan dedicated to meeting your business needs you get the best from your software investment and keep your business processes running smoothly and efficiently.

Acting as a natural extension of your in-house team, we make your business needs our top priority. And we're friendly people to work with – or so we're told.

To reap the benefits of unrivalled IBM ECM expertise, why not [contact us](#) now?

SIMPLY THE BEST SUPPORT

Getting the right support is vital if you want to keep your IBM ECM system running at peak performance. With our service plans you can rely on us to take care of everything, without you having to think about it.

And as a Support Service client you get all the latest software downloads so you can take advantage of new features and improvements as soon as they're available and stay steps ahead of the competition.

IT'S ALL IN THE PLAN:

All our Software Service Plans are designed to keep things as convenient and economical as possible. With the right plan you can:

- **Choose** the right IBM ECM solution for your specific business needs
- **Maintain** the software and keep business systems flowing
- **Proactively** manage and optimise use of the software
- **Quickly** resolve problems and avoid costly downtime
- **Get** the tools you need to keep everything running smoothly and securely
- **Keep** up to date with latest software releases to save valuable time and costs

These are just some of the ways we can help – because we know IBM ECM inside-out and upside-down we can deal with absolutely any issue. And we love a challenge...

With our support you can release the full value of your software and optimise use of the technology across your entire enterprise. You'll be surprised how much more you can get...

Visit our website at www.neocol.com to discover how much more you get with Neocol on your side.

“ Neocol has demonstrated excellent responsiveness in providing ongoing support of the IBM ECM system. We feel sure that our future requirements will also be met to fill our internal skills gap, hence we have committed to awarding a 3 year support contract to them. We look forward to their assisting us with managing our IBM ECM requirements.

Hemant Sohoni

Collaboration Tools Team Leader
Toyota Financial Services

”



NEOCOL SOFTWARE SERVICE PLANS MORE THAN A PIT STOP

VERSATILE SUPPORT PLANS

SERVICE PLANS CAN INCLUDE:

- **Dedicated** customer portal
- **Comprehensive** knowledge base
- **Detailed** monthly service reports
- **Fast** remote access
- **Designated** accounts management
- **Full** vendor liaison
- **Help** with unlimited number of incidents
- **Official** releases and updates of software

Founded on expert knowledge and outstanding technical expertise, Neocol Software Service Plans are designed to help you stay up to speed in all areas of your IBM ECM software.

With the right support plan you avoid all the stress and cost of having to find urgent technical assistance at the last minute if things go wrong.

All you have to do is choose the service plan that best meets your business needs from basic to mission critical support:

- **Operational** Software Service Plan: Covers all the basics
- **Monitor and Reporting** Software Service Plan: Basics + health-checks and reports
- **Fully Managed** Software Service Plan: Ultimate level of support

All our support is delivered via a dedicated telephone support line, email or customer portal at <http://support.neocol.com>.

Neocol support can be delivered flexibly during core business hours, out of hours or fully managed 24/7/365.

We're committed to offering support you never have to think about – support that fits your specific business requirements and your budget. Talk to us about the support you need. Call +44 (0)845 241 3435 now.

IBM ECM HELPDESK

Neocol is committed to giving you all the help you need, whenever you need it. Our Helpdesk Service is delivered through a dedicated customer portal – you'll find it quick and easy to use.

As soon as we get your call, details are passed to the support team who contact you to quickly resolve the problem. We monitor the time of all calls to ensure we meet SLA criteria, escalating calls to make sure they get the attention they need within agreed timescales. Your problem remains our problem until all issues are fully resolved.

You can monitor and access your call history data to track service levels and use this information to identify training or service improvement issues.

As well as offering the best support you can imagine, we know all there is to know about releasing the value of all your content. To find out more - download our main [Neocol Brochure](#).

NEOCOL IBM ECM SOFTWARE SUPPORT

ALL THE SUPPORT YOU NEED WHEN YOU NEED IT

MORE CHOICES THAN EVER

Neocol's diverse range of affordable support services are one of the most highly valued in the IBM ECM marketplace. Built on what our customers have asked for over the years – these levels of support offer choices to fit all business requirements. All you have to do is to choose your preferred level from dedicated telephone support to a wholly outsourced fully managed environment.

WHICH SUPPORT PLAN TICKS YOUR BOXES?

Description of Service	Level 1	Level 2	Level 3
	Operational	Monitor and Reporting	Fully Managed
Telephone Support	✓	✓	✓
Access to Customer Portal	✓	✓	✓
Access to Knowledge Base	✓	✓	✓
SLA Set by Priority	✓	✓	✓
Bi-Annual Health-Check	✓	✓	✓
Weekly Health-Check	X	✓	✓
Comprehensive Daily Health-Check	X	X	✓
Annual Support Planning Meeting	✓	✓	✓
Report Customisation	X	X	✓
Quarterly On-Site Service Review	X	X	✓
Monthly Call Statistics Reporting	✓	✓	✓
25% Reduction in System Administrator Time	✓	✓	✓
75% Reduction in System Administrator Time	X	✓	✓
95% Reduction in System Administrator Time	X	X	✓

Customer Skills Required	Level 1	Level 2	Level 3
No IBM ECM System Knowledge Required	X	X	✓
Proficient IBM ECM Administrator Required	✓	✓	X

Available Support Hours	Level 1	Level 2	Level 3
09:00 - 18:00, Mon - Fri	✓	✓	✓
06:00 - 22:00, Mon - Fri	✓	✓	✓
00:00 - 00:00, Mon - Fri, Saturday, Sunday	✓	✓	✓

SLA Response Times	Level 1	Level 2	Level 3
Priority 1	120 Minutes	60 Minutes	30 Minutes
Priority 2	240 Minutes	120 Minutes	60 Minutes
Priority 3	480 Minutes	240 Minutes	120 Minutes
Priority 4	Next Business Day	Next Business Day	Next Business Day

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WHY NEOCOL?

When we first teamed up with IBM, our mission was to be the best at delivering IBM ECM solutions. We're proud of our success – proven by the trust IBM puts in us and our status as Premier Level IBM Business Partner, FileNet ValueNet Partner and IBM Platinum Achievement Award Winners.

As well as being one of the most reputable advisors in the IBM ECM market, we also have one of the most capable, independent IBM ECM service teams in the UK. And we remain the only IBM Business Partner solely dedicated to the delivery of both heritage IBM and FileNet ECM services.

WE ARE ALSO:

- Fully certified IBM ECM product experts
- One of the largest certified teams of IBM ECM experts in the UK
- IBM FileNet ValueNet Support Partner
- IBM 'Most Distinguished Achievement' Global Award Finalists 2009
- IBM ECM Redbook Authors
- IBM ECM Early Design Partners
- Thought Leaders for the IBM ECM Industry

TRUST NEOCOL TO GIVE YOU ALL THE SUPPORT YOU NEED - WHEN YOU NEED IT. CONTACT US NOW TO GET SUPPORT YOU NEVER HAVE TO THINK ABOUT.

	Level 1 Operational	Level 2 Monitor and Reporting	Level 3 Fully Managed
Neocol's Responsibilities			
Software Vendor Liason for Related Products	✓	✓	✓
Hardware Vendor Liason for Related Products	X	X	X
Implementation of Patches/Fixes	Chargable Visit	✓	✓
Upgrade of Software Levels to Latest Versions	Chargable Visit	Chargable Visit	✓
Implementation of Vendor Recommendations	Chargable Visit	Chargable Visit	✓
Operating System Support	X	X	X
Network System Support	X	X	X
User Administration	X	X	✓
"How do I" Requests	X	X	✓
Collection and Analysis of Logs	X	✓	✓
Health Checks - Daily	X	X	✓
Health Checks - Weekly	X	✓	✓
Health Checks - Bi Annually	✓	✓	✓
Fail-Over to DR Environment (Where Applicable)	X	X	✓
Active System Monitoring - Application and Disk	X	✓	✓
Integration with Customers Change Management Procedure	X	✓	✓
Quarterly Face to Face Service Review Meetings	X	X	✓

www.neocol.com